Forum Phone 320 User Guide

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Simply using the context sensitive navigation keys and following the prompts shown on the display can access most of the features of the Forum Phone 320. This section of the guide however provides more detailed instructions on how to operate the System Phone.

Throughout this and the following sections, the function of the left and right navigation keys will be shown in brackets, e.g. **<Menus>**.

Note: At installation, extension 11 is set as the default administration phone.

1 Answering a Call

Incoming calls to the Forum Phone 320 are indicated in several ways -

- The tone caller sounds
- The LED flashes on a **Line** or **Extension** key
- The LED alongside the **SPEAKER** key flashes
- The incoming call is shown on the display

```
Extn 11
Calling

Options    ↑↓      Answer
```

Internal Call: The call can be answered by pressing the <**Answer**> or **SPEAKER** keys or by lifting the handset.

```
Line 1
Calling

Options    ↑↓      Answer
```

External Call: The call can be answered by pressing the <**Answer**> or **SPEAKER** keys or by lifting the handset.

2 Making a Call

As well as normal dialling, i.e. entering digits once the line has been selected, the Forum Phone 320 allows the digits to be pre-dialled before the line is accessed. This allows the user to check the number before going off-hook by lifting the handset or pressing the **Dial** or **SPEAKER** keys.

To make an internal call (extension to extension/group) from the Forum Phone 320

```
11:25   Sat   07/12/02
Extension 15

Menus      ↑↓  Phone Bk
```

With the telephone idle, to make an internal call, lift the handset or press the **SPEAKER** key.

```
Internal Dialling


Options    ↑↓      Cancel
```

Internal dial tone will be heard and the display will show **Internal Dialling**. Dial the extension/group number required, e.g. 18.

Note: If Direct Line Selection is enabled for the extension, external dial tone will be heard when the extension goes off-hook, by pressing **Hold** you will hear internal dial tone.

The display shows the name/number of the extension/group being called and the status of the call, i.e. **Ringing**. This will change briefly to **Connected** when the called party answers, after which a call timer will be shown.

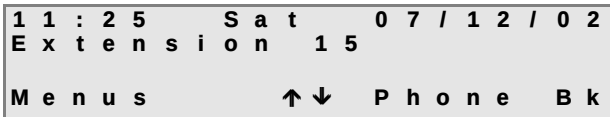
The call can be ended at any time by:

- Pressing the <**Endcall**>
- Replacing the handset or pressing the **SPEAKER** key to clear the call completely

To make an internal call using the programmable function keys

If the extension to be called has been programmed under one of the 16 function keys, it can be called directly by pressing this key. The handsfree function will be switched on and the display will show the status of the call. The call can be ended at any time by replacing the handset or pressing the **Speaker** or <**Endcall**> key.

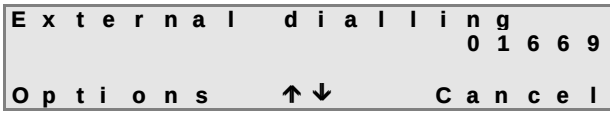
To make an external call from the Forum Phone 320



With the telephone idle, lift the handset or press the **SPEAKER** key.

Internal dial tone will be heard and the display will show **Internal Dialling**.

- Dial **9** or select a line using the pre-programmed keys



- Dial the number – the digits will appear on the display as they are dialled

To make a call using a Speed Dial key

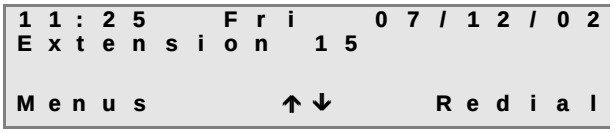
If one of the function keys has been programmed as a **Speed Dial** key, pressing this key will automatically seize the line, switch on handsfree and dial the programmed number. The display will show the status of the call. The call can be ended at any time by replacing the handset or pressing the **Speaker** or <**Endcall**> key.

To make an external call using a Line key

If one of the function keys has been programmed as a **Line** key, pressing this key will automatically seize the line and switch on the handsfree facility. The required number can be dialled and the display will show the status of the call. The call can be ended at any time by replacing the handset or pressing the **Speaker** or <**Endcall**> key.

To make a call using Last Number Redial

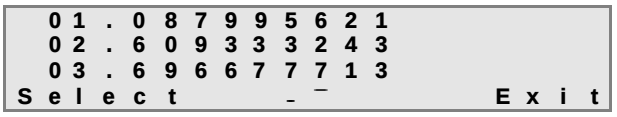
The Forum Phone 320 can store details of up to the last ten external numbers dialled from the extension. Using the **Redial Last Number** feature allows the user to select a number from the list to redial.



To redial a number -

- Press the - key once, <**Redial**> appears on the display
- Press the <**Redial**>key

A list of up to the last 10 external numbers dialled appears on the display, starting with the last number dialled.



- Move the cursor with the -¯ keys until it is alongside the number to be redialled
- Press the <**Select**> key twice or lift the handset to dial entry

Note: The <**Redial**> key will only appear if at least one external call has been made from the extension.

To make a call using the REDIAL key

If one of the programmable keys on the Forum Phone 320 is configured as a **REDIAL** key, a call can be redialled as follows -

- Press **Redial** while the Forum Phone 320 is idle, the redial list will be shown on the display
- Use the -¯ keys to select the required number
- Press the **Redial** key again or lift the handset, the system will automatically select a line and redial the number

Pressing the **Redial** key with the handset off-hook or the handsfree mode activated automatically selects a line and redials the last number.

To redial the last number using the keypad

If the Forum Phone 320 does not have a **REDIAL** key programmed, **Redial Last Number** can be activated by lifting the handset and dialling ***5**. The system will automatically access an external line and redial the last external number.

To make a call using numbers from the Phone Book

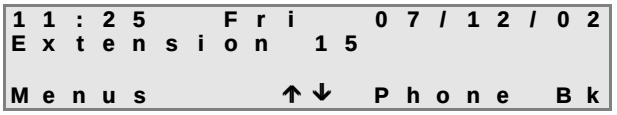
The Forum Phone 320 has access to three **Address Books** and by using the **Phone Book** feature can make a call to any of the numbers stored in these lists.

Personal Address Book: Contains the numbers entered by the user either at their own extension using the Forum Phone 320 or through Browser Based User Programming. These numbers are only accessible from the extension at which they were entered. For details of how to create, modify and delete entries please refer to Section **4.1.16.**

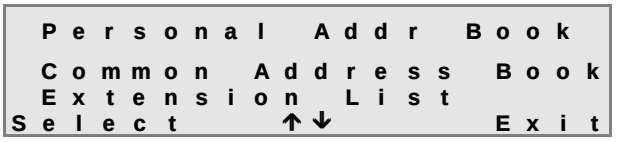
Common Address Book: Contains numbers common to all extensions on the system. The numbers are programmed by the system administrator through Browser Based Programming System Settings, System Maintenance programming mode or the administration Forum Phone 320 (Extension 11). These entries are accessible from any of the extensions connected to the system.

Extension List: Gives access to the numbering plan for internal extensions/groups.

To enter into <Phone Book>



- Press the <**Phone Book**> key to enter



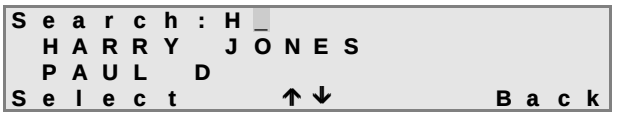
- Use the ↑↓ keys to scroll through the list
- Press the <**Select**>key for the required option

PHONE BOOK Key: The Phone Book function may be stored under a programmable key giving one touch access to the **Phone Book** feature.

To make a call from the Personal or Common Address Books

To search for an entry -

- Enter the letters of the name
- All the entry names starting with these character will be displayed
- Use the ↑↓ keys to scroll through the list

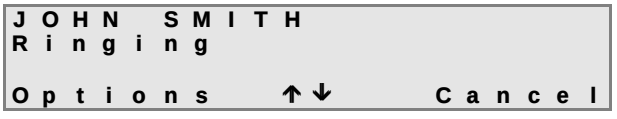


For example, to search for 'Harry Jones' -

- Enter character **H** by pressing digit **4** twice
- To call the entry, press the <**Select**> key

A line will be seized automatically and the call established.

The call can be cleared at any time by pressing the <**Cancel**> key.



3 To make a call from the Extension List

When the Extension List is selected, a list of available extensions will be displayed.

Any names assigned to the extensions will be shown.

To call an extension -

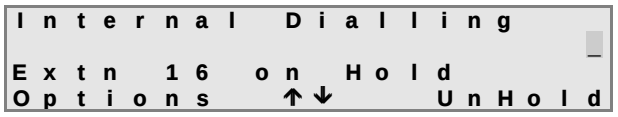
- Use the -¯ keys to scroll through the list
- To call the entry, press the <**Select**> key

The system will make an internal call to the selected extension.

- Press the <**Cancel**> key to clear call

4 Putting a Call on Hold

To put a call on hold -



While on a call -

- Press the **HOLD** key
- The LED of the **HOLD** key will light up.

The call has been put in exclusive hold, i.e. it can only be retrieved from the extension that held it.

Internal dial tone will be heard.

If the held call is an external call, the LED associated with that line will be flashing at your extension.

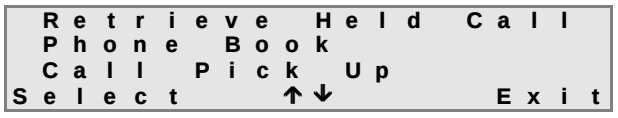
Pressing the <**Options**> key while holding a call enables the following features to be accessed -

- Retrieve Held Call
- Phone Book
- Call Pick Up
- Internal Paging
- Cancel
- Redial Last Number

Held calls can be retrieved by -

- Pressing the **HOLD** key

If there is more than one held call, the first call held will be retrieved.

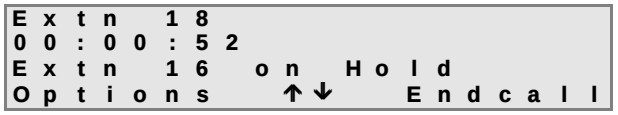


Alternatively, selecting the **Retrieve Held Call** option or pressing the <**UnHold**> key (as shown above) gives access to the held call list from which the call to be retrieved can be selected.

The held call can also be retrieved by -

- Pressing the **LINE** key on which the call is being held (the LED will be flashing)

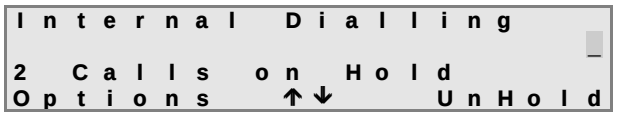
5 To toggle between held calls



- Place existing call on hold
- Make a second call, e.g. an internal call to extension 18

Once connected, this call can also be put into hold by pressing the **HOLD** key.

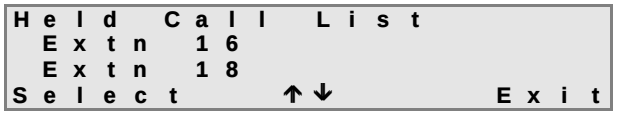
Internal dial tone is heard and the display shows that there are two calls on hold.



TO TOGGLE BETWEEN HELD CALLS -

- Press the **HOLD** key to return to the first call held
- To replace the first call in hold and return to the second call, press the **HOLD** key twice. This operation can be repeated to toggle between the calls

6 Held Call List

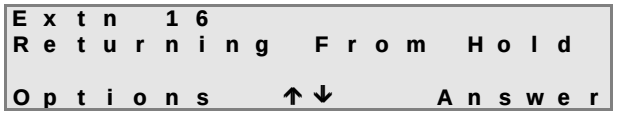


When more than one call is on hold, pressing the <**UnHold**> key displays a list of held calls.

- Use the -¯ keys to toggle between the held calls
- With the cursor alongside the call to be accessed, press the <**Select**> key to speak to that caller.

7 Abandoning a call on Hold

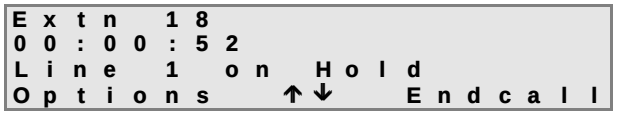
If the telephone returns to idle when there is a call on hold, the held call will ring the extension as indicated below.

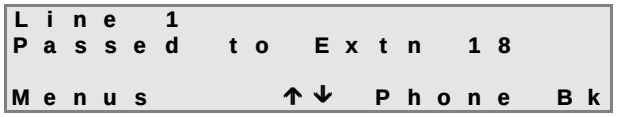


The display will show **Returning From Hold.**

The call can be answered by pressing the <**Answer**> key, lifting the handset or pressing the **SPEAKER** key.

8 Transferring a Call





To transfer a call -

- Place the existing call on hold
- Dial the extension to receive the transferred call, e.g. extension 18

For an **Unannounced** transfer -

- Upon hearing ringing tone, replace handset
- The held call will start ringing extension 18

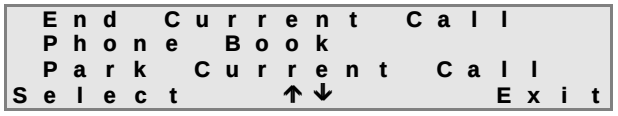
For an **Announced** transfer -

- Wait for the extension to answer
- Announce the transfer
- Replace handset
- The held call is now transferred

TRANSFER Key: If the Forum Phone 320 has a TRANSFER key, pressing this key instead of replacing the handset can transfer the call.

9 Parking a Call

A call can be parked and retrieved at another extension.

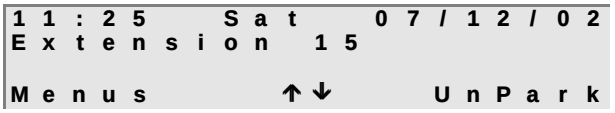


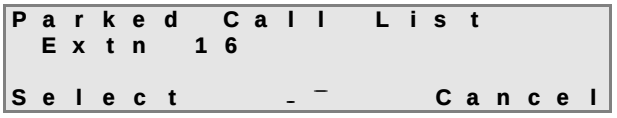
To park the current call -

- Press the <**Options**> key
- Select **Park Current Call**

The call is now parked and can be retrieved from any other telephone connected to the system.

10 To retrieve the call from another Forum Phone 320





- Press ↓ key once, the <**Unpark**> option will appear at the bottom-right of the display
- Press the <**UnPark**> key, the display will indicate the list of calls currently parked
- Use the -¯ keys to scroll through the list and press the <**Select**> key to retrieve the call

PARK Key: If the Forum Phone 320 has a **PARK** key programmed, calls can be parked and unparked by pressing the key. The LED will light up to indicate that there is a call parked at the user's extension.

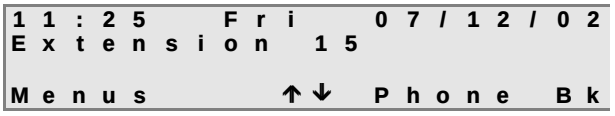
To retrieve the call from any other telephone, (e.g. analogue/S-Bus), dial *75 followed by the number of the extension that parked the call.

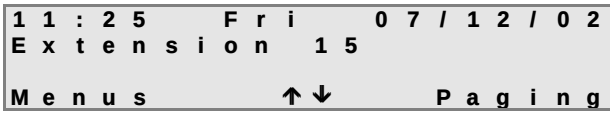
Call Park Time-out: To prevent calls being abandoned or lost in the **PARK** state, there is a programmable timer that sets the maximum time a call can be parked on the system. By default this is set at 180 seconds.

If the Call Park Timer expires before the call is retrieved, the parked call will ring back the extension that parked it.

- Press the <**Answer**> key or lift the handset to answer the call

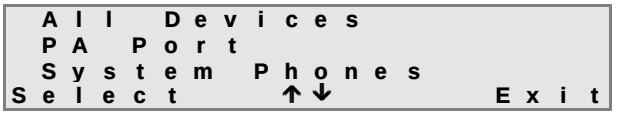
11 Paging





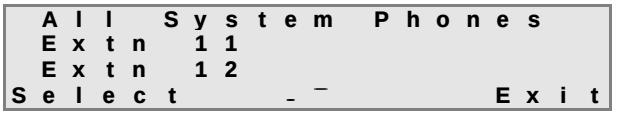
To broadcast a page -

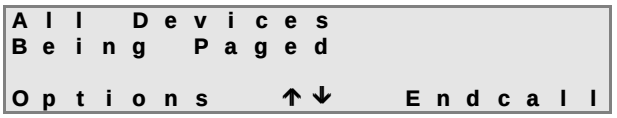
- Press the ↓ key twice. The right key will change from <**Phone Book**> to <**Paging**>
- Press the <**Paging**> key



The three paging options are displayed.

- Use the ↑↓ keys to scroll to the required option
- Press the <**Select**> key





If **All Devices** or a **PA Port** is selected, the display opposite will not appear.

If page **Forum Phone 320s** is selected, there is an option to page all Forum Phone 320s or just a specific extension.

PAGE Key: If the Forum Phone 320 has a **PAGE** key programmed, pressing this key once will take the display directly to the paging options screen.

Pressing the **PAGE** key twice in quick succession also enables/disables the **Receive Page Calls** feature. The LED on the **PAGE** key will indicate whether this feature is enabled or not.

- LED ON: The phone will not receive page calls
- LED OFF: The phone can be paged by other extensions

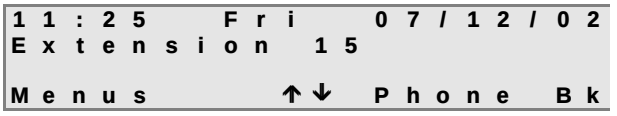
Answering Page calls

If the Forum Phone 320 is being paged by another extension, e.g. extension 15, the Page can be answered by -

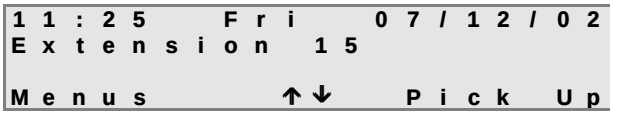
- Pressing the <**Answer**> key

The Forum Phone 320 will be connected to extension 15 in handsfree mode.

12 To Pick Up a Call Ringing at another Extension



Press the ↓ key once



The right key will change from <**Phone Book**> to <**Pick Up**>.

- Press the <**Pick Up**> key

The extension being called will be shown on the display.

- Press the <**Select**> key to pick up the call

Note: If more than one incoming call is ringing, a list of ringing extensions will be shown on the display.

- Use the ↑↓ keys to select the extension from which the call is to be picked up

PICK-UP Key: If the Forum Phone 320 has a **Pick-Up** key programmed, a call can be picked up by pressing this key. If more than one extension is ringing, the list of ringing extensions will appear on the display.

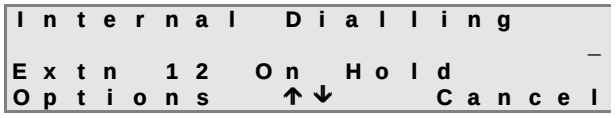
13 Conference Calls

A conference is a call in which there are three parties connected together at the same time. A Forum Phone 320 can hold a conference with

- Two internal extensions
- Two external lines
- One internal extension and one external line.

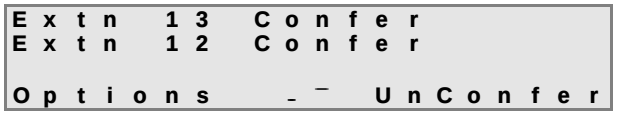
To initiate a conference call while on an external or internal call -

- Place the call on hold by pressing the **HOLD** key



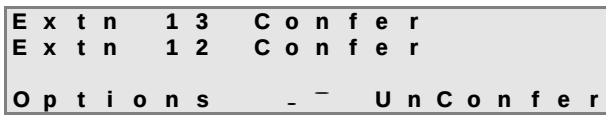
- Dial the number to initiate the second call, e.g. internal extension 13

- When connected to the second party, press the <**Options**>key



- Use the ↑↓ keys to scroll and select the **Conference** option
- All parties are now in conference

To end a conference call



There are different ways to terminate the conference call -

- If either of the two parties involved in the conference call clears down, the conferencing extension will revert to a two-party call with the remaining party
- By replacing the handset, the second party will be cleared, the conferencing extension will ring and when answered, a two-party call will be established with the first party
- Pressing the <**UnConfer**> key will put the first call in hold and establish a two-party call with the second extension

Pressing the <**Options**> key displays the following

- **End Conference Call** (See pressing the <**UnConfer**> key above)
- **End Current Call** which ends both calls

CONFERENCE Key: If the Forum Phone 320 has a **CONFER** key programmed -

- Pressing the **CONFER** key will establish a conference between a held call and the call in progress
- While the conference is in progress, the LED of the **CONFER** key will be lit
- Pressing the **CONFER** key while the LED is lit will terminate the conference and establish a two-party call with the second party while putting the first call into Hold

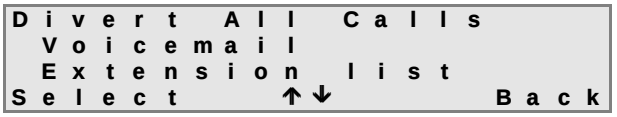
14 To Divert Incoming Calls

Incoming calls to a Forum Phone 320 can be diverted at various stages in the call and to various destinations as shown below -

Type Of Divert	**Destinations**
Divert All Calls Divert On Busy Divert On No Answer	- Divert to an Extension - Divert to Voice Mail - Divert to External Number (Not available for Divert On Busy) - Divert to an Entry in the Common/Personal Address Book. (Not available for Divert On Busy). If there are no entries in the Address Books, these options will not be displayed.

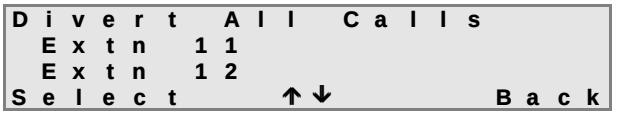
Divert all Calls

Pressing the **DIVERT** key on the Forum Phone 320 automatically selects **Divert All Calls.** The options for diverting the calls are shown on the display.



Use the ↑↓ keys to scroll through the options and when the cursor is alongside the required option, press the <**Select**> key

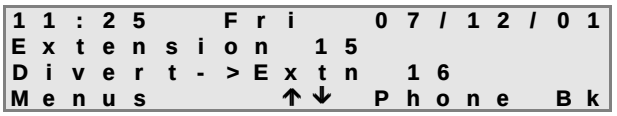
Divert to another extension



- Select **Extension List** from options

The list of internal extensions will appear on the display.

- Use the ↑↓ keys to scroll to the extension that is to receive the diverted call
- Press the <**Select**> key



When the phone is idle, the third line of the display will show the extension to which calls are being diverted.

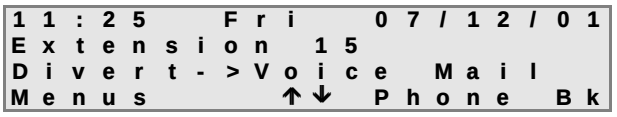
All calls will now be diverted to the selected extension.

Note: The LED of the **DIVERT** key will be lit.

To remove the divert -

- Press the **DIVERT** key once - the LED will be extinguished

To divert to Voice Mail



- Select **Voice Mail** from the options

The Forum Phone 320 will show that call diversion is set to **Voice Mail**.

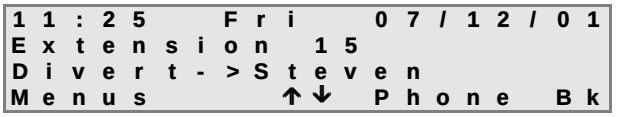
All calls will be diverted to the voice mailbox.

Note: The LED of the **DIVERT** key will be lit.

To remove the divert -

- Press the **DIVERT** key once - the LED will be extinguished

To divert to the Common or Personal Address Books



- Select the **Common** or **Personal Address Book** option
- The **Search** command will appear on the display
- Enter the letters of the name to be found
- The display will show all entries beginning with those letters
- Scroll through the entries using the ↑↓ keys
- Press <**Select**> when the curser is pointing to the required entry

When the phone is idle, the third line of the display will show the entry to which calls are diverted.

Note: The LED of the **DIVERT** key will be lit.

To remove the divert -

- Press the **DIVERT** key once - the LED will be extinguished

To divert to an External Number

```
Enter External No.
816_

Accept      ↑↓          Back
```

- Select **External Number** from the options
- Enter the number to which calls are to be diverted
- Press the <**Accept**> key

Note: If a diversion to an External Number has previously been set, this number will appear on the display.

When the phone is idle, the third line of the display will show the number to which calls are diverted.

```
11:25   Fri   07/12/01
Extension  15
Divert->8160000
Menus       ↑↓  Phone  Bk
```

Note: The LED of the **DIVERT** key will be lit.

To remove the divert -

- Press the **DIVERT** key once - the LED will be extinguished

Divert No Answer

```
  Divert All Calls
  Divert No Answer
  Divert On Busy
Select      ↑↓          Exit
```

To set **Divert No Answer -**

- Press the <**Menu**> key when the Forum Phone 320 is idle
- Select **Call Diversion**
- Use the ↑↓ keys to scroll through the options
- Press the <**Select**> key when the **Divert No Answer** option is reached

The current setting will be ticked.

```
Divert No Answer
  Enabled    Ö
  Disabled
Select      ↑↓          Back
```

By default **Divert No Answer** is disabled.

To enable -

- Use the ↑ key to move the cursor
- Press the <**Select**>key to enable
- Use the ↑↓ keys to select the destination option
- Press the <**Select**> key to set

Divert No Answer allows calls to be diverted to

- Another extension
- Voicemail
- An entry in the Personal Address Book
- An entry in the Common Address Book
- An External Number

```
Divert No Answer
  Extension list
  Personal Addr Book
Select      ↑↓          Back
```

Note: If there are no entries in the Address Books, these options will not be displayed.

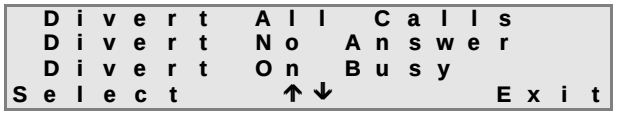
For details of selecting Address Book entries and entering External Numbers, see **Divert All Calls** section above.

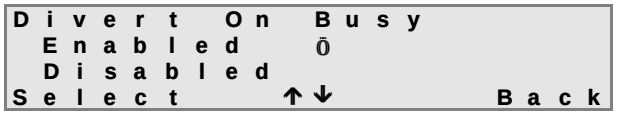
Divert No Answer is now set. Any internal or external calls ringing the extension that are not answered within a pre-defined time will be diverted to the selected number.

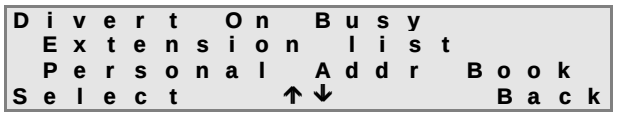
To cancel the diversion -

- Select the **Divert No Answer** option
- Select the **Disabled** setting

Divert On Busy







To set **Divert On Busy -**

- Press the <**Menu**> key when the Forum Phone 320 is idle
- Select **Call Diversion**
- Use the ↑↓ keys to scroll through the options
- Press the <**Select**> key when the **Divert On Busy** option is reached

The current setting will be ticked.

By default **Divert On Busy** is disabled.

To enable -

- Use the ↑ key to move the cursor
- Press the <**Select**> key to enable
- Use the ↑↓ keys to select the destination option
- Press the <**Select**> key to set

Divert On Busy allows calls to be diverted to -
- Another extension
- Voicemail

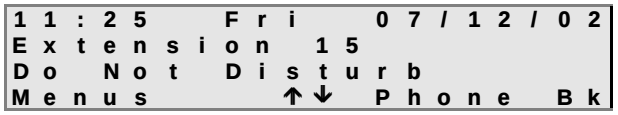
Divert On Busy is now set. Any internal or external calls arriving at the extension while it is busy on another call will be diverted to the selected number.

To cancel the diversion -

- Select the **Divert On Busy** option
- Select the **Disabled** setting

15 Do Not Disturb (DND)

When DND is set, all calls arriving at the Forum Phone 320 will receive Busy tone. The exceptions to this are calls from extensions that have DND Override set in system programming.



To set **DND** -

- Press the **DND** key. The LED on the key will be lit and the display will show **DND** set

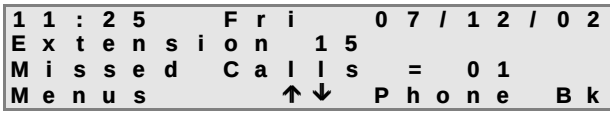
To clear **DND** -

- Press the **DND** key. The LED on the key will be extinguished and **DND** will be cleared

16 List of Calls

The system maintains a list of the last 10 missed calls, 10 dialled calls and 10 received calls, for each extension equipped with a Forum Phone 320. If more than 10 calls are missed, dialled or received, the earliest entry for each will be overwritten.

To view and dial a new Missed Call entry



Following an unanswered incoming call, the LED of the **MESSAGE** key will flash to show missed calls and the number of calls missed will be shown on the display.

Pressing the **MESSAGE** key will display the **Missed Calls** list.

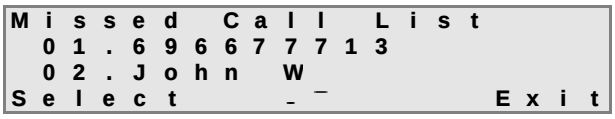
Note: If the voice module is fitted and there are any unread Voice Mail messages, pressing the **MESSAGE** key when the LED is flashing will access the **Mailbox** option instead of the **Missed Calls** list**.**

If the telephone number of a missed call matches an entry in the **Personal** or **Common Address Book,** then the name of the entry will be shown instead of the number.

If the unanswered incoming call does not present a number to the network, the entry in the list will show the text **Unknown**.

Note: It is not possible to dial this type of entry.

- Use the -¯ keys to scroll to the required entry
- Press the <**Select**> key to view



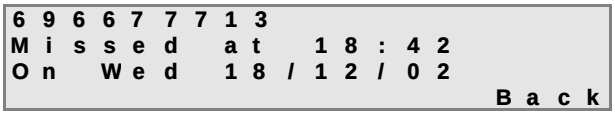
When a **Missed Call** is selected, the following options are available
- Call the number
- View the time of the call
- Save the number into the **Personal Address Book**
- Delete the entry from the list

Selecting **Call** will automatically access an external line and make a call to the selected number.

Selecting **Time of Call** will display the time and date that the call was received.

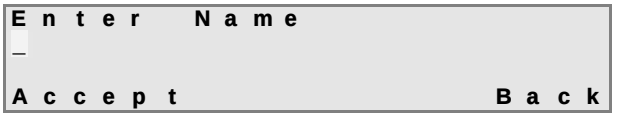
Selecting the **Save** option will prompt for a name to identify the selected number.

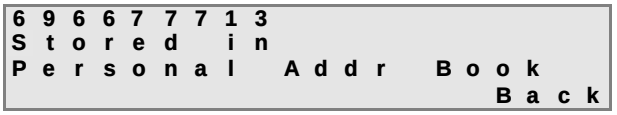
- Use the keypad to enter the name
- Press the <**Accept**> key

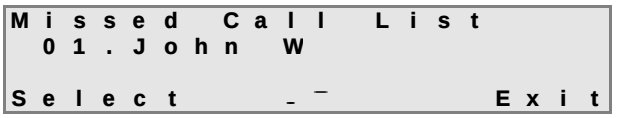


The name will be associated with the calling number and stored in the Personal Address Book.

- Press the <**Back**> key to return to the menu



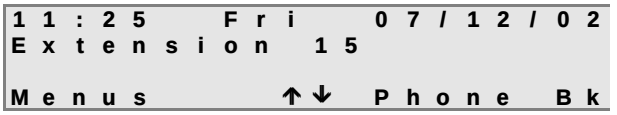




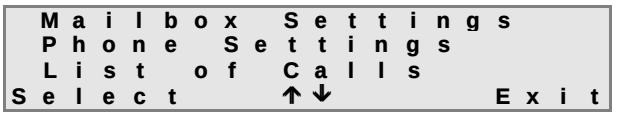
Selecting the **Delete** option will automatically delete the entry and return the user to the **Missed Call List** menu.

Note: If there are no more entries, the display will show **No Entries Found.**

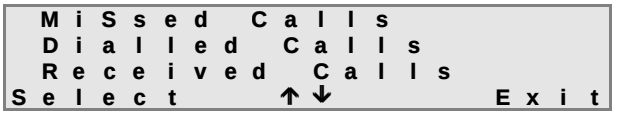
To view the Missed Calls list when the message LED is not flashing



To enter the **Missed Calls** list when the **Message** LED is not flashing, i.e. there are no new missed calls -



- Press the <**Menus**> key
- Use the -¯ keys to move to the **List of Calls** option
- Press the <**Select**> key



- Use the -¯ keys to move to the **Missed Calls** option
- Press the <**Select**> key

The list of the last ten unanswered calls will be displayed.

The calls can then be selected for calling, saving or deleting as detailed above.

Note: If there are no missed calls, the display will show **No Entries Found.**

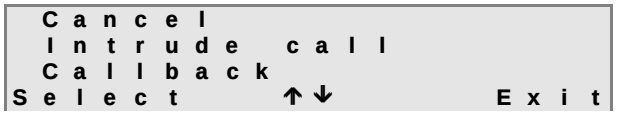
The Dialled and Received Calls Lists are accessed from the **Calls List** menu and the entries can be called, saved or deleted in the same way as missed calls.

17 Call Back

When a called extension is busy, a call back can be set so that when the called extension becomes free, the system will first ring the extension that set the call back and when that extension answers, the system will ring the called extension.

To set a call back (e.g. on extension 12) -

- On receiving busy tone, press the <**Options**> key



- Scroll down - when the cursor is alongside **Callback**
- Press the <**Select**> key

Success tone will be heard confirming that the **Callback** feature has been set.

The Forum Phone 320 will return to idle.

When Extension 12 becomes free, the extension that set the **Callback** will start to ring.

When the handset is lifted or the **SPEAKER** key pressed, ringing tone will be heard and Extension 12 will start to ring.

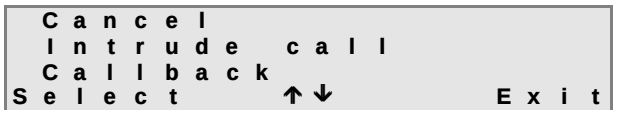
CALLBACK Key: If the Forum Phone 320 has a **CALLBACK** key programmed, pressing this key once while hearing busy tone while calling another extension will set callback.

18 Intrusion

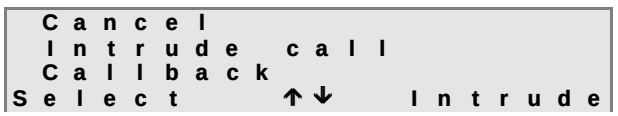
If when calling another extension busy tone is heard, a Forum Phone 320 user can intrude on the busy extension. Alert tones will be given to indicate that another extension is about to intrude. The ability for an extension to intrude has to be enabled in system programming by the installer or system administrator.

To intrude on a busy extension -

- When busy tone is heard, press the <**Options**> key



- Scroll down using the - ¯ keys
- With the cursor alongside **Intrude call** press the **<Select>** key



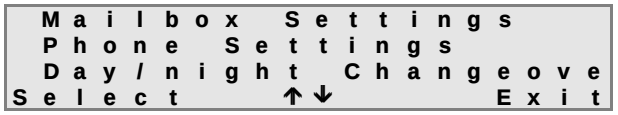
- The busy extension will receive Alert tones
- Pressing the <**Intrude**> key will intrude on the call in progress

INTRUDE Key: If the Forum Phone 320 has an **INTRUDE** key programmed, pressing this key once while hearing busy tone while calling another extension will let you intrude on the call.

19 Day / Night Changeover

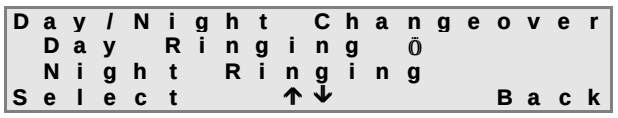
The system can be programmed so that incoming calls ring different extensions or groups of extensions at different times of the day, e.g. after hours, all calls ring a night service extension. These changeovers will take place automatically but can be overridden by an extension provided that extension has **Operator Functionality** enabled in system programming. Normally only the system administrator or reception extension would have this facility programmed.

Note: At installation, Extension 11 is automatically set as the default administration phone and **Operator Functionality** will be enabled.



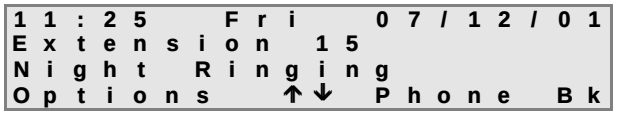
When the Forum Phone 320 is idle -

- Press the <**Menus**> key
- Use the ↑↓ keys to scroll through the options
- With the cursor alongside **Day/Night Changeover,** press the <**Select**> key



A list with the available ringing modes will be shown with the current option ticked.

- Use the ↑↓ keys to scroll
- Press the <**Select**> key to set the ringing mode
- Press the <**Back**> key to return to menu



When the phone is idle, the current ringing mode will be displayed.

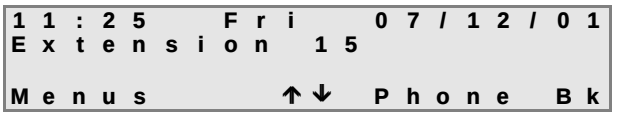
Note: Day Ringing mode will not be displayed.

Operator Functionality key

If a feature key has been programmed as a **Call Filtering** key, pressing this key will toggle between the ringing modes. The LED on the key will be OFF when the current mode is the default mode (i.e. Day Ringing), and will be ON when any of the other ringing modes are set.

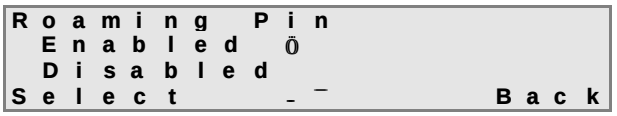
20 Roaming PIN

Calls made from an extension are subject to the level of access that has been assigned to the user of that extension. The level of access defines the types of call the user is permitted to make, i.e. internal calls only, internal and external local calls only etc. The Roaming PIN feature allows a user to enter a PIN code at another extension where that telephone will take on the Roaming PIN profile for a period of time. Individual extensions need to be enabled in system programming to be able to accept a Roaming PIN. The system installer/administer will issue Roaming PIN and user numbers.



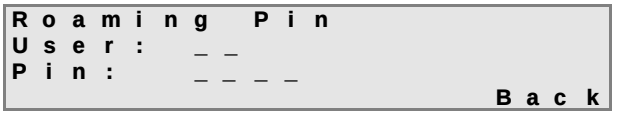
- Press the <**Menus**> key
- Use the -¯ keys to scroll through the options

- When the cursor is alongside the **Roaming PIN** option
- Press the <**Select**> key

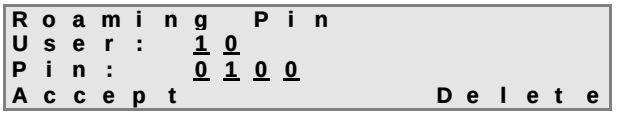


To log-in to Roaming PIN, e.g. as User 10 -

- Use the -¯ keys to move the cursor
- Press the <**Select**> key when the cursor is alongside **Enabled**

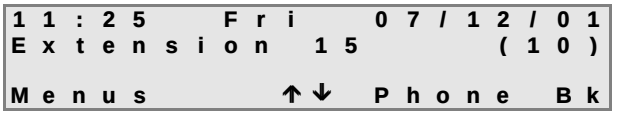


- Enter user number and Roaming PIN code



- Press the <**Accept**> key

The Forum Phone 320 will return to idle and the display will show the Roaming User number.

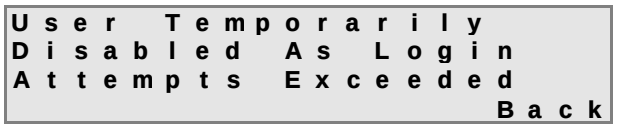


Calls can now be made using the profile of User 10.

Note: The Roaming PIN user profile will automatically become inactive after a pre-determined time or the user can log-out by entering the Roaming PIN menu and selecting **Disable**.

Unsuccessful log in to Roaming PIN

Each Roaming PIN user is allowed three attempts to enter the log-in information correctly after which the user number will be disabled for one hour. During this time the Roaming PIN will not be usable at any extension.



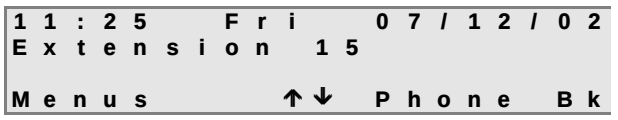
If the user tries to log-on, the display shows that the user number is suspended.

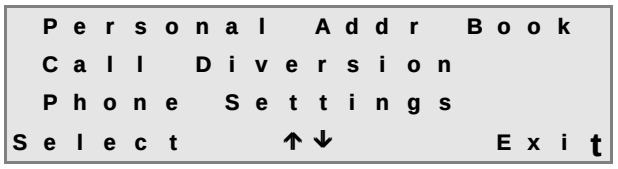
- Press the <**Back**> key to exit

ROAMING Key: If one of the function keys has been programmed as a **ROAMING** key, pressing this key will initiate Roaming PIN log-in and the user will be prompted to input a user number and PIN. While Roaming PIN is activated, the LED on the key will be lit. Pressing the key while the LED is on will log the user out of the Roaming PIN feature.

21 Programming the Personal Address Book

This feature allows up to 50 commonly used numbers to be stored in the **Personal Address Book** for the Forum Phone 320. These numbers can be called directly either by dialling a short code or by using the **Phone book** option on the Forum Phone 320.
The numbers stored in the **Personal Address Book** are only accessible from the extension at which they were programmed.

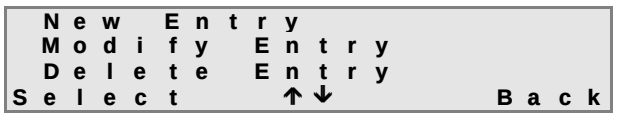




To Enter the **Personal Address Book** -

- Press the <**Menus**> key
- Press the <**Select**> key while the cursor is pointing to the **Personal Address Book** option

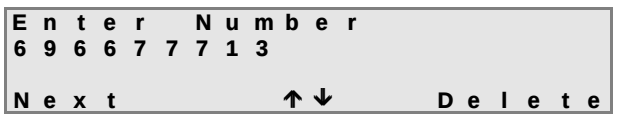
To Enter, Modify or Delete an Entry



To create a new entry -

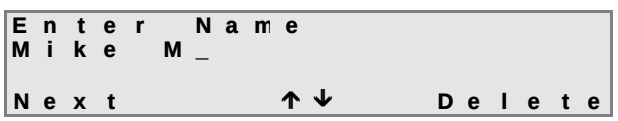
Personal Address Book Options will be displayed.

- Press the <**Select**> key to create a new entry



Although not shown when programming, the entries will be stored sequentially using the codes *800 to *849 inclusive.

- Enter the telephone number
- To correct any errors the ↑↓ keys can be used to move the cursor to the right
- The incorrect digit can then be deleted using the <**Delete**> key
- When the entry is correct, press the <**Next**> key



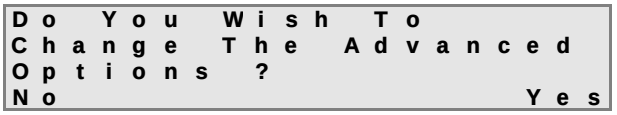
- Enter a name to identify the number, eg for 'M' press digit 6 once for 'i' press digit 4 three times etc
- To correct any errors, the ↑↓ keys can be used to move the cursor to the right. The incorrect digit can then be deleted using the <**Delete**> key
- When the entry is correct, press the <**Next**> key

Advanced Options

Usually, it is only necessary to program the number and name for the Phonebook entry
but the system also allows the user to select

- The line group that the system will access when dialling the number (**External Option**)
- To enable or disable the system for sending the CLI (Call line Identification) information to line when making the call (**CLI Option**)
- To store the number under a function key, allowing one touch dialling from that key (**Function Option**)

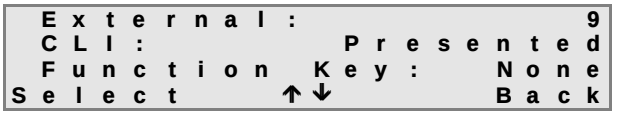
To enter the advanced options menu



Once a name has been entered, the screen opposite will be shown.

- Press the <**Yes**> key

If no changes to the advanced options are required, press the <**No**> key to exit - the new entry will be saved.



There are three settings available -
- **External**
- **CLI**
- **Function Key**

External Option: Selects the line group that the system will try to access when dialling the entry.

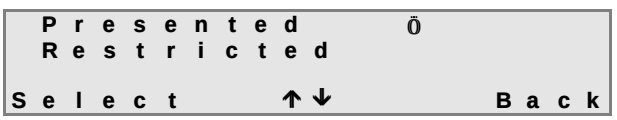
By default, the external option is enabled (**9** is ticked).

- Use the ↑↓ keys to move to the required setting and press the <**Select**> key

The options are -
- Disabled "**Off**" (by choosing '**Off**' the number will be treated as an internal number by the system) or
- Set Line Access Groups (***91-*94**)

- To return to the previous screen press the <**Back**> key

CLI Option: Selects whether or not the Calling Line Identification is sent to line.
- Restricted: The CLI is not sent out to called parties.
- Presented: The CLI is sent out to called parties.



By default, the CLI option is set to **Presented**.

- Use the ↑↓ keys to move to the required option and press the <**Select**> key
- To return to the previous screen press the <**Back**> key

Function Key Option: To store the entry under a programmable key

```
  None   Õ
  Function  Key  1
  Function  Key  2
Select      ↑↓          Back
```

There are 16 programmable keys.

- Use the ↑↓ keys to scroll to the required key
- The LED of the key to which the cursor is pointing will be flashing
- Press the <**Select**> key to set
- To return to previous screen, press the <**Back**> key

To edit an entry in the Personal Address Book

```
  *800:JOHN  J
  *801:DAVE  M
  *802:ANDREW
Select      ↑↓          Back
```

Only codes which have numbers assigned to them will be shown on the list.

- Use the ↑↓ keys to scroll and press the <**Select**> key to access the entry

```
  Name:                DAVE  M
  Number:     555222333 1
  External:                 0
Select      ↑↓          Back
```

The attributes that can be edited are - **Name**, **Number**, **External**, **CLI**, **Function Key**.

To select the attribute required -

- Press the <**Select>** key

Proceed as above in **Personal Address Book** (Create a New Entry).

To delete an entry in the Personal Address Book

```
  *800:JOHN  J
  *801:DAVE  M
  *802:ANDREW
Delete      ↑↓          Back
```

Only codes which have numbers assigned to them will be shown on the list.

- Use the ↑↓ keys to scroll to the required entry, e.g. code **802**
- Press the <**Delete**> key

```
Delete Entry ?
ANDREW
1234567
No                          Yes
```

The name and the number of the entry stored under code **802** will be displayed.

- Press the <**Yes**> key to delete the entry
- Press the <**No**> key to return to the previous window without deleting the entry

22 Programming the Common Address Book

This feature allows up to 200 commonly used numbers to be stored in the **Common Address Book** for the system. These numbers can be called directly either by dialling a short code or by using the Phonebook option on any telephone connected to the system.

Note: Programming the **Common Address Book** can only be carried out from an extension that has **Operator Functionality** enabled (Default: Extension 11).

To enter the Common Address Book

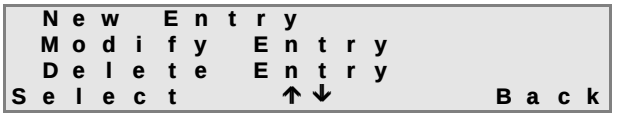
```
11:25    Fri    07/12/02
Extension  15

Menus       ↑↓  Phone  Bk
```

- Press the <**Menus**> key

```
  Personal  Addr  Book
  Common  Addr  Book
  Phone  Settings
Select      ↑↓          Exit
```

- Press the <**Select**> key while the cursor is alongside the **Common Address Book** option

To Enter, Modify or Delete an entry

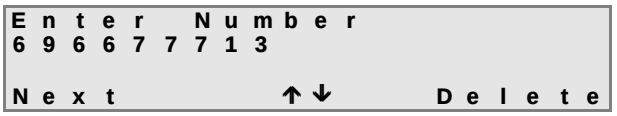


To create a new entry -

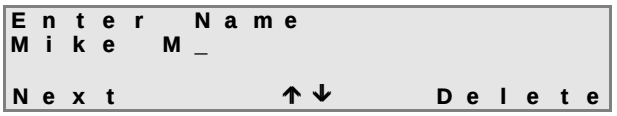
Common Address Book Options will be displayed.

- Press <**Select**> to create a new entry

Although not shown when programming, the entries will be stored sequentially using the codes ***4000** to ***4199** inclusive.

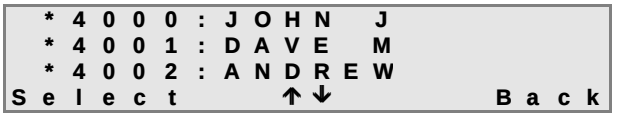


- Enter the telephone number
- To correct any errors, the ↑↓ keys can be used to move the cursor to the right
- The incorrect digit can then be deleted using the <**Delete**> key
- When the entry is correct, press the <**Next**> key



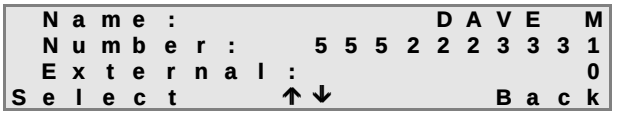
- Enter a name to identify the number, eg for 'M' press digit 6 once for 'i' press digit 4 three times etc
- To correct any errors the ↑↓ keys can be used to move the cursor to the right. The incorrect digit can then be deleted using the <**Delete**> key
- When the entry is correct, press the <**Next**> key

To edit an entry in the Common Address Book



Only codes which have numbers assigned to them will be shown on the list.

- Use the ↑↓ keys to scroll and press the <**Select**> key to access the entry



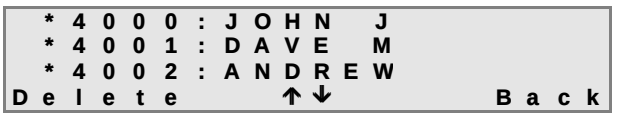
The attributes that can be edited are - **Name**, **Number**, **External**, **Function Key**.

To select the attribute required -

- Press the <**Select>** key

Proceed as above in **Common Address Book** (Create a New Entry)

To delete an entry in the Personal Address Book



Only codes which have numbers assigned to them will be shown on the list.

- Use the ↑↓ keys to scroll to the required entry, e.g. code ***4002**
- Press the <**Delete**> key

The name and the number of the entry stored under code ***4002** will be displayed**.**

- Press the <**Yes**> key to delete the entry
- Press the <**No**> key to return to the previous window without deleting the entry

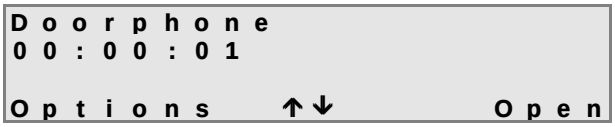
23 Door Phone

If the system has a door phone fitted, when the door button is pressed, the system will ring the extensions that have been assigned to ring for the door phone.

To answer a door phone call -

A **Doorphone** call will be shown on the display of the Forum Phone 320 programmed to ring.

- Press the <**Answer**> key to take the call or lift handset or press the **Speaker Key**.



An internal call is established between the Forum Phone 320 and the door phone extension.

- Press the <**Open**> key to unlock the door

To end the call either -

- Replace the handset or press the **SPEAKER** key or press the <**Options**> key to go into the menu and press <**Endcall**>

Note: It is not possible to put the call on hold.

While the door is being opened, the call can be cleared and the Forum Phone 320 will

Notes: If the call is not answered within 30 seconds, the call is cleared and the extensions stop ringing.

If all the extensions programmed to ring are busy, the door phone extension will receive 3 seconds of Busy tone after which the call is cleared.

(DOOR PHONE) EXTENSION Key: If one of the programmable keys has been configured as the **EXTENSION** key for the door phone extension, the door can be opened by pressing this key when a call has been established with the door phone. The LED on the key will flash slowly to indicate that the door is opening.

Door opening dialling code

As well as being able to open the door while on a call to the door phone (see above), any extension user can also open the door by dialling the door opening code ***78**.

24 Dialling Code Table

The Forum Phone 320 can also access the system features using the dialling codes listed below.

Note: In the table below -

x = extension number	ii = index code	g = extension group
t = telephone number	m = ringing mode	L = Line
RA = Roaming Account	RP = Roaming PIN	

FEATURE	CODE
To call extension X	**X**
To access a line	**9**
Line Access Group	***91 to *98**
Redial	***5**
Dial entries Common Address Book	***4000 to *4199**
Dial entries Personal Address Book	***800 to *849**
Park Call	***74**
Retrieve Parked Call from an extension	***75 X**
Unpark a Line	***9*L**
Unpark an extension	***9#X**
Universal Pick-up	***719**
Directed Pick-up	***71 X**
Directed Pick-off	***71 X**
Call Transfer Explicit *(at dial tone with two calls on hold)*	***72**
Conference *(at dial tone with two calls on hold)*	***73**
Directed Page	***77 X**
Page PA Port	***77#**
Universal Page	***77***
Answering a Universal Page	***76***
Answer a Page from an extension	***76X**
To call an Extension Group	**80 - 89**
Door Opening Code	***78**
To access Voice Mail	***99**
Break-out of Voice Mail	***X**
Transfer call to Mailbox *(at ring-back tone)*	**#99**
Call-Back *(at busy tone)*	**5**
Intrude (at busy tone)	**79**
USER PROGRAMMING OPTION	**CODE**
Divert All Calls to an extension	***21* X #**
Divert All Calls to Voice Mail	***21**99#**
Divert All Calls to an external number	***210* t #**
Clear Divert All Calls	**#21#**
Divert on No Answer to an extension	***61* X #**
Divert on No Answer to Voice Mail	***61**99#**
Divert on No Answer to an external number	***610* t #**
Divert on No Answer to an extension after S seconds	***61* X*S#**
Clear Divert on No Answer	**#61#**
Divert on Busy to an extension	***67* X #**
Divert on Busy to Voice Mail	***67**99#**
Clear Divert on Busy	**#67#**
Do Not Disturb	***62#**
Clear Do Not Disturb	**#62#**

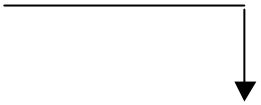
Program entries in Personal Address Book	****<ii>*<t>#**
Clear entry in Personal Address Book	**#<ii>#**
Manual Day/Night Switch	***07*<m>#**
CLI Restriction	***30#**
CLI Presentation	***31#**
Program PIN Code	***70** PIN*PIN #**
Change PIN code	***70*OLD*NEW*NEW#**
Clear PIN Code	***70* PIN #**
Activate Roaming PIN	***68* RA * RP #**
Deactivate Roaming PIN	**#68#**
Select an external line and activate CLIP for one call only	***0*31#**
Select an external line and activate CLIR for one call only	***0*30#**

25 Forum Phone 320 Programming Guide

25.1 General

User programming allows Forum Phone 320 users to tailor the features and settings of the Forum Phone 320 to suit their own ways of working. The following options can be accessed and changed by pressing the <**Menus**> key when the Forum Phone 320 is idle -

Personal Address Book
Call Diversion
Mailbox Settings *
Phone Settings
Operator Functionality**
Calls List
Roaming PIN***



Ringing Volume
Handset Volume
Speaker Volume
Headset Volume
LCD Display Contrast
Change Language
Define Function Keys
Keypad Tones
Phone Software
Receive Page Calls
Show Number
Change PIN Number

Redial Last Number
Call Filtering **
Conference Call
Intrude Call
Call Pick Up
Park Current Call
Phone Book
Internal Paging
Transfer Call
Call Back
Forward Recall
CLI Restriction
Roaming Pin ***
Any Line
Extension Key
Line Key
Speed Dial Key
Central Speed Dial

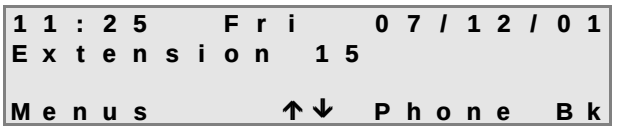
Notes:

* Only available when the system is equipped with a voice module.

** Only available if the extension has been enabled for Operator Functionality in system programming.

*** Only available if the extension has been assigned a Roaming PIN in system programming.

25.2 Phone Settings



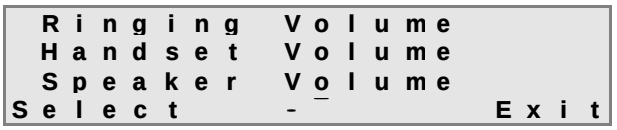
To enter the **Phone Settings** Menu, while the Forum Phone 320 is idle -

- Press the <**Menus**> key
- Use the -¯ keys to scroll through the options

When the cursor is alongside **Phone Settings -**

- Press the <**Select** > key

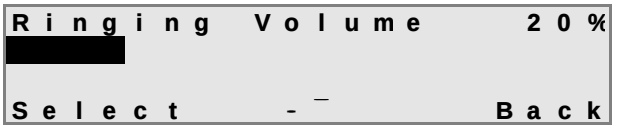
A list of settings will be displayed.



To change a setting -

- Press the <**Select**> key when the cursor is alongside the setting to be changed
- Press the <**Back**> key to return to the idle screen

Ringing Volume



The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

To increase the volume -

- Press the **-** key

To decrease the volume -

- Press the ¯ key

As the volume is altered, a short burst of ringing will be heard to demonstrate the new volume setting.

To set the new volume level -

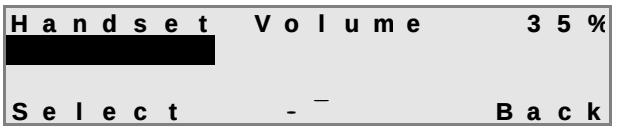
- Press the <**Select**> key

Press the <**Back**> key to return to the **Phone Settings** menu.

Handset Volume

When **Handset Volume** is selected, at the prompt -

- **Lift Handset**



The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display. To increase the volume -

- Press the **-** key

To decrease the volume -

- Press the ¯ key

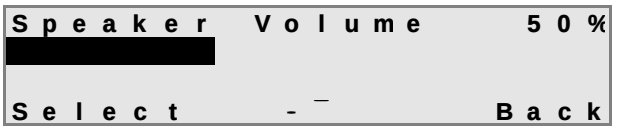
As the volume is altered, a short burst of tone will be heard to demonstrate the new volume setting.

To set the new volume level -

- Press the <**Select**> key

Replace the handset when prompted by the display.

Speaker Volume



The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

To increase the volume -

- Press the **–** key

To decrease the volume -

- Press the _ key

As the volume is altered, a short burst of tone will be heard to demonstrate the new volume setting.

To set the new volume level -

- Press the <**Select**> key

Press the <**Back**> key to return to the **Phone Settings** menu.

Headset Volume

The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

To increase the volume -

- Press the **–** key

To decrease the volume -

- Press the _ key

As the volume is altered, a short burst of tone will be heard to demonstrate the new volume setting.

To set the new volume level -

- Press the <**Select**> key

Press the <**Back**> key to return to the **Phone Settings** menu.

Note : The screen opposite will appear if there is no headset connected to the phone.

Display Contrast

The contrast is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

To increase the contrast -

- Press the **–** key

To decrease the contrast -

- Press the **¯** key

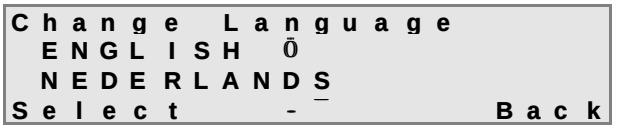
As the contrast is altered, the display will become lighter or darker.

To set the new contrast level -

- Press the <**Select**> key

Press the <**Back**> key to return to the **Phone Settings** menu.

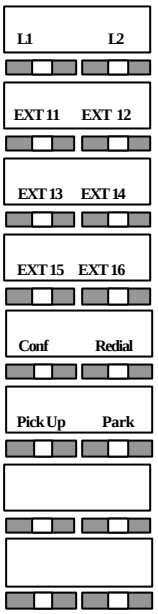
Change Language



A list of available languages will be shown on the display with the cursor alongside the current setting.

- Use the **–** **¯** key to move the cursor to the required language Press the <**Select**> key to change the language

Define Function Keys



There are 16 function keys on the Forum Phone 320 situated to the right of the handset. These can be programmed with any of the functions listed below

- Redial Last Number
- Call Filtering *
- Conference Call
- Intrude Call
- Call Pick Up
- Park Current Call
- Phone Book
- Internal Paging
- Transfer Call
- Call Back
- Forward recall
- CLI Restriction
- Roaming PIN **
- Any Key
- Extension Key
- Line Key
- Speed Dial Key
- Central Speed Dial

Notes: * Only accessible if the extension has been assigned to set Day/Night Ringing manually (in Browser Based Programming).

** Only accessible if Roaming PIN is enabled for the extension.

```
Define Function Keys
  Redefine Keys
  Reset All Keys
Select     -        Back
```

To Define the Function keys -

- From the **Phone Settings** menu, select **Redefine Keys**

Note: Selecting the **Reset All Keys** option will return all keys to their default setting (factory set) as shown on the diagram above.

Redefine Keys

```
Redefine Keys
  01:Line 01
  02:Extn 11
Select     -        Back
```

The display will show the current settings for each of the 16 programmable keys.

- Use the – keys to scroll through the list

Note: The LED of each key will light as the cursor points to the key number.

- Press the <**Select**> key when the cursor is alongside the key to be redefined

```
Function Key 01
  Redial Last Number
  Conference
Select     -        Back
```

The display will list the programmable functions available to the extension.

- Use the – keys to scroll to the required function
- Press the <**Select**> key

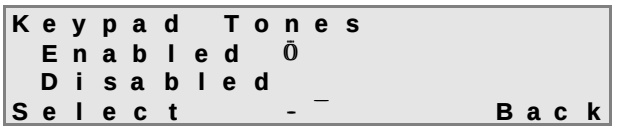
```
Redefine KEys
  01:IntrudE Call
  02:Extn 11
Select     -        Back
```

The display will show the key number with the new setting.

Press the <**Back**> key to return to the **Define Function Keys** menu

Notes: When assigning a function key as a **Speed Dial Key**, the display will list all entries in the Personal Address Book. Select the one to be stored under the key. When that key is pressed, the telephone will automatically access a line and dial the stored number.
When assigning a function key as a **Central Speed Dial Key**, the display will list all entries in the Common Address Book. Select the one to be stored under the key. When that key is pressed, the telephone will automatically access a line and dial the stored number.
If the user programs a key with a function that has already been assigned to another key, then the first key will lose its original function and now appear on the display as **Undefined**.

Keypad Tones



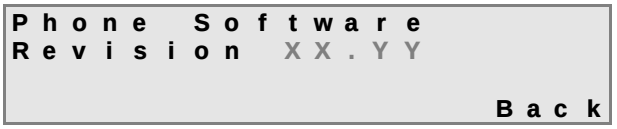
The **Keypad Tones** option allows the keypad tones to be turned on or off. When enabled, if a key is pressed, a short tone is heard.

To change the setting-

- Use the -¯ keys to move between options
- Press the <**Select**> key when the cursor is alongside the required option

Press the <**Back**> key to return to the **Phone Settings** menu.

Phone Software

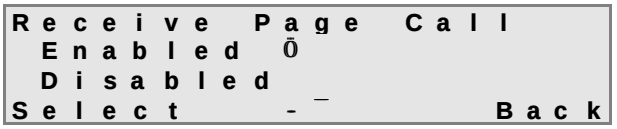


This option displays the revision number of the software installed in the Forum Phone 320.

There are no configurable settings for this option.

Press the <**Back**> key to return to the **Phone Settings** menu.

Receive Page Call



This option enables or disables the **Receive Page Call** feature.

If enabled, the Forum Phone 320 will receive page calls from other extensions.

To change the setting -

- Use the -¯ keys to move between options
- Press the <**Select**> key when the cursor is alongside the required option

Press the <**Back**> key to return to the **Phone Settings** menu.

Show Number

The Forum Phone 320 user can select whether or not the Calling Line Identification (CLI) information (line number) is sent to line when an outgoing call is made.

To enable/disable CLI, select the **Show Number** option from the **Phone Settings** Menu.

To change the setting -

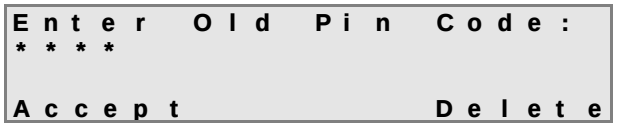
- Use the -¯ keys to move between options
- Press the <**Select**> key when the cursor is alongside the required option

Press the <**Back**> key to return to the **Phone Settings** menu.

Change PIN Code

PIN codes are used when accessing voicemail boxes and Browser Based User Programming.

Note: If it is the first time a PIN has been entered at an extension, the system will go directly to Enter New Pin Code as shown on the second screen below and will not ask for the old PIN code.

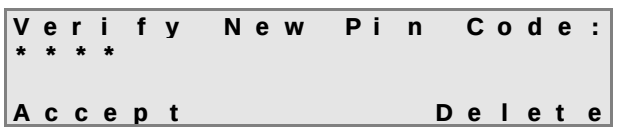


To change the PIN code -

- Select **Change Pin Code** from the **Phone Settings** menu
- Enter the four digits of the old PIN code. Errors can be corrected using the <**Delete** > key
- Press the <**Accept**> key when finished
- Enter a new 4 digit PIN code
- Errors can be corrected using the <**Delete** > key

To save the new code -

- Press the <**Accept**> key



To verify the **New Pin Code -**

- Enter the new 4 digit PIN

To save the new PIN code -

- Press the <**Accept**> key

If the PIN code was entered correctly, the display will show that the PIN code has been changed.

If the old password was incorrect, the display will show that the PIN code is invalid.

If the new PIN code and the verification PIN code were different the screen will show that an error has been made.

Software revision	54.323 (BE)
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